

The logo for Interpretel, featuring the word "INTERPRETEL" in a blue, sans-serif font. To the right of the text is a solid blue square.

September 27, 2010

**BY ELECTRONIC FILING**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington D.C. 20554

**Re: EX PARTE PRESENTATION - - Structure and Practices of the Video Relay Service  
Program CG Docket No. 10-51**

Dear Ms Dortch:

On September 23, 2010, at the request of the Consumer and Government Affairs Bureaus ("CGB") Disability Rights Office ("DRO"), Interpretel and PAH! VRS (the "Companies") met with FCC Staff to discuss their position on the issues raised by the FCC in its *Notice of Inquiry* (FCC 10-111) ISSUED June 28, 2010 in the above referenced docket ("NOI"). The FCC staff in attendance at the meeting were Jay Keithley, special counsel in the Office of the Inspector General, Greg Hlibok and Andrew Mulitz, staff members in CGB. Attending the meeting on behalf of the Companies were Wesley N. Waite, A. B. Kalb, Larry Claman, Brian Collins, Dave Jeffers and Bert Pickell.

While the Companies fully support the Commission's efforts to promote the evolution of Video Relay Service ("VRS"), they expressed concern over apparent moratorium on the issuance of new certifications to provide VRS, and the resultant lack of any official VRS provider status for companies whose applications for certification are currently pending. The Companies requested information on the status of PAH! VRS' currently pending application, and prompt action on pending applications so as to promote stability and innovation in the VRS industry by way of the certification of new providers. The Companies reiterated the importance of clearly stated rules and regulations to govern the provision of VRS. The Companies further discussed issues related to the provision of VRS services by certain types of non-certified VRS providers. In addition, the Companies discussed issues related to research and development, marketing and outreach, the current and future structure of the VRS industry, the expansion and further development of the current pool of available interpreters, and the prevention of fraud within the VRS industry.

The companies again commend the Commission on taking proactive steps in establishing regulation that will further clarify and enhance the use and integrity of the TRS fund.

The undersigned attended the meeting in person. Interpretel and PAH reiterated their position as set forth on the various issues raised in the NOI as set forth in their comments filed August 18, 2010.

If you have any questions, please contact either of the undersigned.

Respectfully submitted this 27<sup>th</sup> day of September,



Wesley N. Waite, Sr.  
President / CEO  
Interpretel



Brian J. Collins  
Chief Executive Officer  
PAH! VRS

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